Dear Customer,
It appears the Hamachi program on your computer/server is offline which is preventing your off-site backup or network connection from working.

Please open the Hamachi program (Click the Icon by the Clock or open it from the Start menu) And make sure
1) The Power button is ON (see image)

ON   OFF

2) The network is showing Green. If not Right Click it and Click GO ONLINE
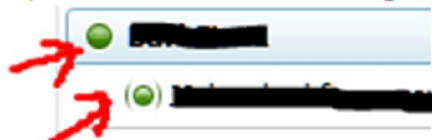
3) Reply and let us know its back online and we will confirm from our end.

Thank You!